

The Administrative Professional is the first point of contact within every office.



Each day, these individuals deal with challenging situations and we rely upon them to behave in a manner, which will reflect the utmost professionalism (personally and organizationally).

Their workday may require juggling of many issues; if done well, seem to be “all in a days work”. If issues are not handled with updated skills, diplomacy and tact, the supervisor ends up involved, concerns are elevated and situations become larger than necessary.



The first topic of the day will be conflict and the emotional impact of conflict in the workplace. The instructor will also provide useful tips in effectively understanding conflict and how it affects behaviors.

Part of the day will be focused on the value of diversity and how differences can enhance our performance, strengthen our organization, and provide good business solutions.



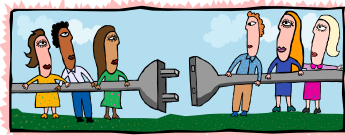
A working lunch will cover the topic of “It’s Your Career-Own It!” discussing the responsibility each employee has for their career development.

Professional Writing Skills will provide helpful suggestions for use in organizational writing. This section will address written communication and e-mail, along with protocols and sensitivities to be considered when drafting memos, email, and meeting minutes.



Intense Conversations will address those difficult conversations that our employees have that can result in better working relationships and increased productivity (if done correctly).

*During this one day training session, “soft-skill” topics will be addressed to assist the Administrative Professional to successfully face, address, and resolve issues that arise in day-to-day business.*



## The Politically-Savvy

### Administrative Professional Training

<b>Date:</b>	Administrative Professionals Day, April 27, 2005		
<b>Time:</b>	7:30a.m.-8:00a.m. Registration 8:00a.m.-4:30p.m. Training Seminar		
<b>Location:</b>	Holiday Inn, 1000 N. Interstate Dr, Norman, OK		
<b>Who Should Attend?</b>	This training is designed for the front-line worker, support staff, and aspiring leaders. Topics chosen are to address challenges they face and skills they need to successfully accomplish their duties.  Topics addressed throughout the day could be useful to an employee at any level within the organization.		
<b>Topics:</b>	<b>Subject</b>	<b>Presenter</b>	<b>Agency</b>
	Emotional Impact of Conflict	Dr. John Tassey	VA Medical Center
	Diversity Development: Improving the Way we Do Business	Eugene Talley	US Postal Service
	It’s Your Career-Own It!	Juan Flores	Tinker AFB
	Professional Writing Skills	Joyce Smith	Oklahoma Office of Personnel Management
	Intense Conversations	Gwen Sneed	EEOC
<b>Intent:</b>	This training is designed to introduce the ‘soft-skills’ that most employees must pick up as they progress in their careers. These skills are the very tools, which can help them become more successful (personally and for the organization) or hinder their possibility for success.		

**Cost: \$75.00**

*Registration on back of brochure*

Registration Form (please register prior to April 20, 2005)

The Oklahoma Federal Executive Board Presents

## The Politically-Savvy Administrative Professional

Holiday Inn, 1000 N. Interstate, Norman OK  
April 27, 2005

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Cost: \$75.00**

Agency/Registrant may pay by:

☐ cash    ☐ check    ☐ credit card    ☐ government voucher

Please mail this registration to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
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Or fax to:	(405) 231-4165
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*Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 20, 2005. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!*



## The Politically-Savvy Administrative Professional

One Day Training Seminar



**Administrative Professionals Day  
April 27, 2005**

*Holiday Inn  
1000 N. Interstate, Norman OK*